



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS 13TH SUSTAINMENT COMMAND (EXPEDITIONARY)
Bldg 39009, Support Ave
Fort Hood, TX 76544

AFVG-CG

5 February 2007

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Video Teleconference (VTC) Request Policy

1. PURPOSE: To establish policy within the 13th Sustainment Command (Expeditionary) Rear regarding the procedures for requesting VTC service from the 13th SC (E) Headquarters (HQs).
2. APPLICABILITY. Headquarters, 13th Sustainment Command (Expeditionary) Rear and all subordinate units.
3. BACKGROUND. With the greater demand for VTC capability to communicate between rear and forward elements of 13th SC (E) deployed units, this policy will provide the 13th SC (E) subordinate units and Staff sections guidance on how to request VTC services from the 13th SC(E) HQs.
4. PROPONENT. The proponents for this policy are the SGS, ACoF, G3 and G6 sections.
5. POLICY. The 13th SC (E) utilizes AT&T to connect the VTC suite located in the 13th SC (E) Conference Room. It is identified through a DISN Video Services – Global (DVS-G) site ID to connect to any other VTC location worldwide. The VTC Suite has the capability to support Unclassified (such as FRG) or Classified VTCs. This service is locally provided by Integrated Services Digital Network (ISDN) and not connected to any Internet Protocol (IP) based equipment. If there is a unit or organization that uses an IP based VTC suite (such as in a deployed environment like Iraq, Kuwait or Afghanistan), then they will need to find a bridge that can use AT&T via a DVS-G site ID.
 - A. There are three classes of VTC service used in the 13th SC (E). They are Mission Related, Family Readiness Group (FRG) or Other Reasons.
 1. Mission related VTCs will take first priority and be scheduled ahead of all other VTCs. The requesting unit or staff section must contact the 13th SC (E) SGS (once coordination is made with the participating or host unit) to schedule the 13th SC (E) conference room prior to submission of the VTC request form to the G6 and to avoid scheduling conflicts. If the conference room is available, SGS will sign off on the request form. The request form should be submitted to the G6 no later than 5 business days prior to start of the requested VTC. If the VTC cannot be supported

AFVG-CG

SUBJECT: Video Teleconference (VTC) Request Policy

by the SGS in the conference room due to scheduling conflicts, the SGS will inform the requesting unit or section and the G6. The G6 will review the request and contact the unit if it is approved or disapproved and make adjustments as needed.

2. FRG VTCs require more coordination from both rear and forward units. The requesting unit representative will contact the SGS to schedule the 13th SC (E) conference room prior to submission of the VTC request form to the G6. The request form must be submitted to the G6 no later than 10 business days prior to start of the VTC. If a scheduling conflict occurs and the VTC can no longer be supported by the SGS in the conference room (ie due to a last minute Mission VTC), the SGS will inform the requesting unit and the G6. If approved by the SGS, the G6 will review the request and contact the requesting unit if it is approved or disapproved and make adjustments as needed. Other Reasons VTCs will normally be handled in the same manner as FRG VTCs.

a. Effective immediately, all FRG VTC requests will require the following:

- i. The 13th SC (E) VTC will normally be available to schedule FRG VTCs on the 2nd and 4th Saturday of each month and other dates on a first come, first serve basis. Every unit will be given the opportunity to request a VTC session to communicate with their deployed units. VTCs will be normally scheduled between the hours of 0900-1600 CST unless special circumstances require time changes. These will be worked on a case by case basis and prior coordination will be required. A minimum of 30 minutes must be placed between multiple VTCs.
- ii. Based on the number of families attending the time allotted will vary but each attending family will have approximately 10 to 15 minutes to talk to their loved ones. Because of the limited amount of time available and to ensure equity for all attending families, units must schedule in approximately 1 minute for families to enter and exit the conference room.
- iii. The requesting unit must provide 2 NCOs on the day of the scheduled FRG VTC. They will remain in the 13th SC (E) conference room area throughout the duration of the VTC. One NCO will be stationed at the front entrance to escort the families to the 2nd floor. The second NCO will be stationed on the 2nd floor to supervise the waiting area and usher the families in and out of the conference room. The unit NCOs must arrive 20 minutes prior to the start of the VTC. The G6 VTC Operator will arrive 30 minutes prior to the start of the VTC. The NCOs will be responsible for maintaining order during the VTC session and ensuring that the conference room and surrounding areas utilized by family members are cleaned up after the VTC session. Units who fail to meet this requirement may have future VTC requests denied. Any

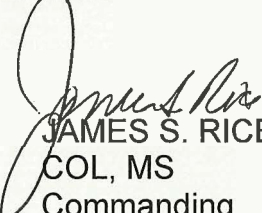
AFVG-CG

SUBJECT: Video Teleconference (VTC) requests

discrepancies will be reported to the VTC operator on duty and SGS section by requesting unit POC the day after the VTC. The VTC operator will conduct an After Action Review (AAR) after each FRG VTC and note any technical issues.

All external units or organizations requesting VTC from the 13th SC (E) will be directed to their respective Division or Corps G6 for VTC services first before requesting VTC services from the 13th SC (E) and will be handled on a case by case basis.

3 Encls
VTC Mission Request Form
VTC FRG Request Form


JAMES S. RICE
COL, MS
Commanding

DISTRIBUTION:

A

13th SC (E) Mission Request Form

****Prior to scheduling a VTC, the Host section/unit must schedule the 13th SC (E) Command Conference Room and coordinate with their forward units. Please contact SGS at 287-5800.**

SGS Approval/Disapproval

Signature_____

Date_____

VTC Name:

Date:

Chairperson:

Phone:

Flag Level: (Y/N)

Unit POC:

Phone:

Email address:_____

ALT Unit POC:

Phone:

Email address:_____

Classification ☐ Unclassified

☐ US Secret

Slides for VTC: *It is the host section's responsibility to provide all files for viewing.

- Unclassified Briefings: there are two desktops available for unclassified slides.
- Secret briefings- Slides will ONLY be presented on accredited classified automation equipment, typically a laptop. The host section is responsible for providing the Secret laptop. Secret laptops will have constant supervision while in use and will be removed immediately following the brief. The SECRET sign will be lit during any secret briefings, and it is the host section's responsibility to ensure all personnel in attendance possess the appropriate security clearance.

Date of VTC:

(dd-mmm-yy)

Time Zone: CENTRAL

Start Time:

End Time:

Remarks:

Participating Sites: (If 13th SC (E) G6 is scheduling the VTC fill in below). Any questions see information on next page.

VTC POC:

Phone:

VTC POC email:

Site ID:

VTC POC:

Phone:

VTC POC email:

Site ID:

If you have additional sites, provide the same information in # 1 and 2 on another sheet.

13th SC (E) FRG VTC Request Form

****Prior to scheduling a VTC, the Host section/unit must schedule the 13th SC (E) Command Conference Room and coordinate with their forward units. Please contact SGS at 287-5800.**

SGS Approval/Disapproval

Signature_____

Date_____

Unit: _____

Today's Date: _____

Forward Unit Location/POC (include DSN number and email address): _____

Unit POC: _____

Phone: _____

Email address:_____

ALT Unit POC: _____

Phone: _____

Email address:_____

Date of VTC: _____

(dd-mmm-yy)

Time Zone: CENTRAL

Start Time: _____

End Time: _____

***** FRG VTCs are scheduled by the far end. Our Site ID, POC and phone number will be provided once your VTC has been approved. You will need to forward this information to the far end VTC scheduler.**

The following locations may be able to assist with VTC capability on the far end:

ARIFJAN, Kuwait DSN: 318 430-5147

BAGHDAD, Iraq DSN: 318-822-2064

BALAD, Iraq DSN: 318-829-1112

Remarks:

How many families will be participating? _____

List your VTC Escort NCOs below. Escort NCOs must report 20 minutes prior to the start of the VTC. After hour phone number will be used to contact the POCs for any last minute changes that may occur.

1. Escort NCO: _____

Duty Phone: _____

After hour phone: _____

2. Escort NCO: _____

Duty Phone: _____

After hour phone: _____

The waiting area for the VTC is the hallway outside of the conference room. The Unit NCO representatives can pull chairs out of the conference room and return them once the VTC is complete.

The Unit NCOs will check in with the SGS Office the next following workday to inform them that the VTC was completed and to note any discrepancies.